



News Release

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Contact:

Marjorie Mitchell
Public Information Coordinator
mmitchell@riversideca.gov
951-826-5984

Riverside Public Utilities Warns Against Fraudulent Calls to Customers

Riverside, Calif. – Riverside Public Utilities (RPU) is urging customers to avoid contact with consumer scammers who give the impression they are calling from a city phone number, then claim the customer has a faulty meter and demand payment for repairs via a toll-free number.

RPU contacts its customers only through paper billing statements, online billing emails, late payment reminders, and green “48-hour notification” tags placed at the customer’s address. RPU does not call customers to demand payment. RPU personnel who work out in the community drive clearly marked RPU vehicles, wear City uniforms, and display proper photo identification.

“High-quality customer service is a top priority for us. Customers should be aware of suspicious calls and remain vigilant,” says RPU General Manager Girish Balachandran.

Customers who have any questions about suspicious calls are encouraged to report possible fraudulent actions by dialing the City’s Call Center (from a landline) at 311, or (951) 826-5311. Customers can also file a report with the Riverside Police Department at (951) 354-2007.

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Since 1895, Riverside Public Utilities (RPU) has provided high quality, safe, and reliable electric and water services to the residents of Riverside, CA. RPU remains committed to increasing its use of renewable energy resources and promoting sustainable living practices, and is actively planning and implementing essential energy and water infrastructure improvements that will better serve this and future generations.

www.RiversidePublicUtilities.com www.GreenRiverside.com www.BlueRiverside.com